Title: IT Business Analyst
Reports To: IT Business Operations Supervisor
Department: IT
Classification: Full-Time/Exempt

Position Summary:
The Business Analyst will work hand-in-hand with the business stakeholders and support technology functions. This position will work collaboratively with Development and Quality Assurance teams in addition to Operations, Finance, Customer Service, Sales and Marketing departments. The efforts will range from simple to highly complex projects in multiple technical environments/disciplines and geographic regions (domestic, international, global). The Business Analyst must be capable of quickly analyzing business processes and provide input to effectively execute the development and deployment associated with a system development effort.

Responsibilities:
(These responsibilities must be able to be performed with or without reasonable accommodations.)

- Provide expertise in the development and analysis of requirements and internal processes for multiple company initiatives and products.
- Evaluates business requirements and create user stories that conform to establishment guidelines.
- Work collaboratively with Technical and Quality Assurance teams to develop, document and execute use cases that meets the business requirements provided
- Assist in the validation of technical specifications against business specifications.
- Serve as the subject matter expert on system functionality for all products and processes for customization and deployment.
- Create task lists and related estimates for the level of effort and ensure that system development life cycle methodologies are adhered to.
- Project manage the completion of requirements documentation and ensure a full understanding and coordination between all business units.
- Ability to work comfortably in a fast paced, often ambiguous, event driven environment.

Minimum Job Requirements:
- Bachelor's Degree in related field or work experience equivalent required.
- 3-5 years' experience in:
    o Business Analysis and/or Project Management
    o Analyzing Business functions providing recommendations on improving system usability.
- Software documentation or related experience with writing user stories, use cases or end user documentation
- Ability to manage multiple tasks and projects in a cross-functional, global environment.
- Strong analytical skills with outstanding attention to detail.
- Must have strong interpersonal skills, be self-motivated, have strong desire to learn, and be adaptable to a fast paced, ever-changing environment. High degree of professionalism and a project management style that promotes progress through teamwork in a collaborative environment.
- Knowledge of Direct Sales or retail sales.
- Preferred Certification in CAPM or PMP.
- Ability to lead and present program information in face-to-face presentations to varied audiences; including executive management.

While performing the duties of this job the employee must be able to sit continuously to perform essential job functions throughout the entire shift. May require walking primarily on a level surface for periodic periods, throughout the day. Requires interacting with others, interpreting spoken messages, constant keyboarding, sitting, hearing and talking are required. The employee will occasionally stand and walk, and infrequent bending at the waist, twisting of the upper body, kneeling, being mobile on even surfaces, squeezing and crouching are also required. Requires infrequent lifting and carrying of 1-25 pounds.

This position description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills or working conditions associated with this position. While this description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add or remove duties as necessary.

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